

Company/Organization Name: **Sears In-Home Services**

Location: **Grayslake, Illinois**

Position/Title: **Service Technician, Appliance Repair –Requisition Number 698075BR**

#### Duties/Responsibilities:

##### Job Description

Join the Sears Home Services team as an Appliance Repair Technician!

Are you looking for a role that offers you an opportunity to be a part of a dynamic, innovative organization? Then, we have the opportunity for you at Sears. Join a long-standing Fortune 500 organization, which has been recognized with awards and recognitions such as (to name a few):

- Sears Holdings has been selected as a Silver winner by the online trade publication Retail Touchpoints for its 2014 Channel Innovation Awards.
- Sears Holdings has been named one of this year's 25 "Best Places to Work for Recent Grads."
- Sears Holdings is ranked in the top 100 in the 2013 Best Adoption-Friendly Workplaces by The Dave Thomas Foundation for Adoption.
- Diversity MBA Magazine names two Sears Holdings leaders to its Top 100 Under 50 Diverse Executive & Emerging Leaders 2013 list.
- For the seventh consecutive year, Sears Holdings has been recognized by G.I. Jobs on its Top 100 Military Friendly Employers list. For 2013, the company is ranked at #14.

We are seeking an experienced In-Home Service Technician with a great attitude and the ability to help customers with their appliance repairs. This is an exciting opportunity to join the Sears family! Apply today!

**APPLIANCE SERVICE TECHNICIAN \* REPAIR TECHNICIAN \* APPLIANCE MAINTENANCE**

At Sears, we provide competitive pay and ongoing training in a collaborative, supportive, and team-oriented setting. In the Service Technician role, you will enjoy working independently as a representative of a leading retailer and in-home service provider.

For the Service Technician, we provide the following:

- Service van
- Specialized tools
- Uniforms
- Laptop computer
- Smartphone
- Home dispatched (most locations)
- Industry training
- Various incentive plans
- Career opportunities

\*Responsibilities/Skills/Experience Requirements

APPLIANCE SERVICE TECHNICIAN \* REPAIR TECHNICIAN \* APPLIANCE MAINTENANCE

As a Home Appliance Repair Technician, you will have the opportunity to repair Washers and Dryers, Gas and Electric Stoves, Microwave Ovens, Dishwashers, Trash Compactors, Garbage Disposers and other home appliances in the customers' homes.

Appliance repair responsibilities include:

- Providing timely and quality repairs of customers' products
- Maintaining high-quality customer service and care
- Promoting and selling additional products and services
- Meeting key performance metrics and/or productivity goals
- Providing knowledgeable and courteous repair service
- Looking for ways to improve business performance and enhance the customer experience
- Communicating benefits of the Value Added Services Process to the customer
- Maintaining truck stock inventory within the prescribed company guidelines and standards
- Following the truck maintenance schedule and keeping a clean, organized truck

APPLIANCE SERVICE TECHNICIAN \* REPAIR TECHNICIAN \* APPLIANCE MAINTENANCE

As an Appliance Service Technician, you must be highly organized and possess excellent communication skills. We are seeking a dedicated team player who is able to ensure fast, flexible, and expert service to every customer via excellent time management skills.

Requirements of the Service Technician role include:

- High school diploma or general education degree (GED)
- At least 1 – 2 years of appliance repair experience, preferred
- Ability to use a computer for parts inquiries and ordering
- Working mechanical knowledge, including the use of tools and test equipment
- Ability to perform accurate repair of customer product
- Ability to follow directions and specific process steps to ensure quality workmanship
- Flexibility to work variable and flexible hours, including overtime
- Must complete all technician training elements within required timeframes
- Must possess and maintain a valid state driver's license for the state in which you are applying
- Must pass pre-employment drug screen and criminal background check
- Must be at least 18 years of age
- Ability to occasionally lift up to 100 lbs.

Salary Range: \$15.68 - \$19.60 per hour Plus additional Incentive Opportunities.

Application Instructions: Contact Recruiter Issa Lozada de Vega at 407-551-5664 phone or email: [Issa.LozaadeVega@searshomepro.com](mailto:Issa.LozaadeVega@searshomepro.com) for additional information

To Apply Online:

<https://sjobs.brassring.com/TGWEbHost/jobdetails.aspx?partnerid=455&siteid=185&areq=698075BR&codes=IL>